



DHL MYBILL

FREQUENTLY ASKED QUESTIONS

7/25/2016

WHAT'S NEW WITH THE NEW RELEASE (V1.2)?

- **Accounts Receivable (AR) Manager role:** This is a new level of access that allows the designated user(s) to act as the administrator for all billing accounts linked to the same Accounts Receivable Group for a customer
- **Customer notifications:** With the introduction of the AR Manager role, additional notifications have been created to inform the customer of changes to their account groupings and AR Manager role ownership
- **Credit display:** Credits will be visible but will not be accessible for payments for the first 5 business days after posting date. This is to ensure that automatically-matched credits and adjustment credits created as part of a dispute resolution can be applied by our internal teams

How do you decide who is the AR Manager?

This role is automatically assigned to the first user who registers for a billing account within the Accounts Receivable Group. If you are an existing customer with a previous registration, the user email address with the earliest registration date has been set as AR Manager.

Why does my Dashboard show additional accounts now?

If your Dashboard now shows additional billing accounts, your user email address has been assigned the AR Manager role for all accounts which are linked to a specific Accounts Receivable Group.

What if I don't see additional accounts?

Your role has not changed and you will still be able to view and manage the specific billing account(s) that you registered. Going forward, any additional billing accounts you wish to view must be added by your company's designated AR Manager.

What if I have additional questions about who is designated the AR Manager, or what accounts can be seen as part of the Accounts Receivable Group?

- 1) If you have a question or concerns about which contact is set as the AR Manager role, please contact invoicinghelp@dhl.com. Be sure to include the billing account(s) you are inquiring about, your specific concerns, and any relevant user email addresses.
- 2) If you have a question about the list of accounts linked to the AR Manager view, you will need to call 1-800-722-0081 and ask to speak with the collections representative assigned to your account, or email billingsupport@dhl.com.

I have a credit that I can see in my Dashboard, but when I attempt to use it to pay my invoice, the system displays this message: "This document is not ready to be used for payment..." What should I do?

Please review the posting date of the credit. Credits are not available for customer use for 5 business days after posting, to prevent overlapping application with DHL internal processes.

ACCOUNT MANAGEMENT

How do I manage my account and user settings?

In the [My Account](#) screen, you can modify your account settings, as well as your password, payment settings and user settings. If access has been restricted, the user will need to contact the AR Manager for assistance. Go to the [Help](#) screen for further details.

How do I manage the list of additional users on my account?

If permissions are enabled, a *Manage* button will be displayed at the bottom of the [My Account](#) screen. The *Manage* button allows the user to add and manage additional users for specific accounts. If access has been restricted, the user will need to contact the AR Manager for assistance.

Adding New Users:

- Step 1** Go to the [My Account](#) screen, scroll down, and select the *Manage* button located next to the account you wish to link with a new user.
- Step 2** Click on *Add New User* (green box), type in email address and save.
- Step 3** Click on *Manage* again and select function permissions and delivery method.

Manage Existing Users:

- Step 1** Select the *Manage* button located next to the account you wish to adjust.
- Step 2** Add/remove the checkmark in the boxes next to the functions you wish the user to access.
- Step 3** Select the *Save* button to save your changes.

I would like to customize the email subject, is this possible?

Yes. Please email DHL for assistance at invoicinghelp@dhl.com.

Are all of my DHL accounts automatically available through DHL MyBill when I first register?

- **For AR Manager role:** Yes. Once your registration has been accepted, all related billing accounts within the Accounts Receivable Group will be available for management
- **For Billing Manager role:** No. You will receive a notification that you must contact the user in your company assigned as the AR Manager. They will need to grant access. For additional access questions, please contact invoicinghelp@dhl.com

How do I add accounts to an existing registration?

To add an additional account to an existing one, you can use the login page's *Sign-up to MyBill* function and register as if it were new. Additional accounts set up with an email address that matches an existing registration will be automatically linked to previously registered accounts within MyBill. Customers with two or more accounts should register all of them to ensure

they can see all related billing.

Step 1 Go to <https://mybill.dhl.com/login>.

Step 2 Click on *Sign-up to MyBill* icon.

Step 3 Walk through prompted steps.

If you need to register more than 5 additional accounts, you may submit the list of account numbers and your existing login info and email address (please, do not include password) to: invoicinghelp@dhl.com.

How do I change MyBill password?

In the [My Account](#) screen, you can modify your password, user information, payment information and account settings. Go to the [Help](#) screen for further details.

Important note: Changing your password directly via MyBill will not change your current DHL.com password for online shipping.

What happens if I forget my password?

If you know the email address your accounts are registered under, go to <https://mybill.dhl.com/login> and click on the *Forgot Password* link. If you cannot locate the email address for your existing account, please contact DHL via email for support: invoicinghelp@dhl.com.

How do I change the format of the invoice files sent to me?

- Step 1** Go to the [My Account](#) screen and scroll down to the bottom of the page to your list of registered accounts.
- Step 2** Click on the *Manage* button next to the account you wish to update.
- Step 3** Under *Mail Delivery Preference*, a drop-down menu will appear. Choose the desired option.
- Step 4** Select the *Save* button to save your changes.

PAYMENTS

What payment methods are available through DHL MyBill?

DHL accepts the following forms of payment:

- Electronic Checking
- Credit Card (MasterCard®, VISA®, American Express® and Discover®)

How can I set up AutoPay for my invoices?

- Step 1** On the [My Account](#) screen, scroll down to the bottom of the page.
- Step 2** Click on the account number listed in red (Click on the account – not the box to the left of the number).
- Step 3** If you are authorized to manage AutoPay, at the bottom of next screen you will see the *Make Me AutoPay Admin* button. Click on it.
- Step 4** In the [AutoPay Wallet](#) section, click the *Edit* button to select the payment method you wish

link to this account. If you have no payment accounts set up, you will need to add them in the [Wallet](#) section first.

Step 5 In the [AutoPay Wallet](#) section, click on *Associate an Account* to view and select from a list of available payment accounts. The system will auto-save your selection and set account to AutoPay.

Step 6 Then select *Finish* and repeat the process as needed for each additional account you have registered.

***Note:** If access has been restricted, the user will need to contact the AR Manager for assistance.

Will I receive a payment confirmation?

Yes. A confirmation will be sent to the email address on file.

Is paying an invoice online secure?

Yes. We use a combination of digital signatures and current standard encryption to protect all of your credit card payment details. No one at DHL has access to your credit card information.

Do I have to install specific software to be able to pay through the DHL MyBill system?

No. You just need access to the Internet. Current versions of most major browsers are supported (Internet Explorer, Firefox, Chrome, Safari, etc.). If using Internet Explorer (IE) as your web browser, only IE 11 or higher should be used.

Is there a limit on the total value of invoices selected for payment?

Yes. The limit on the total value of invoices selected for payment is \$999,999.98.

Are there any additional charges when using the online payment service?

No. DHL is pleased to provide this service free of charge.

INVOICES

Where can I view my open DHL invoices?

All open invoices are shown on the [MyBill Dashboard](#):

Open Transactions – shows all unpaid invoices

Disputed Invoices – shows all invoices that have an open dispute logged against them

Due Now – shows all invoices that are due today or earlier

Why are the totals on the DHL MyBill Dashboard not equal to the totals of all the invoices shown?

Only invoices that are due per their current status will show in [MyBill Dashboard](#) totals.

In what formats can I receive my invoices?

Invoices can be downloaded in a variety of formats,

including CSV file (for importing into a spreadsheet such as in Excel), PDF (ideal for printing or sending as an attachment) and XML.

Will all of my invoices have additional documentation?

Invoices that have additional documentation available will be in DHL MyBill. If you need assistance, contact DHL at 1-800-722-0081 or email billingsupport@dhl.com

How can I download and print a copy of the original invoice?

For a PDF, let your mouse pointer hover over the invoice data on the right side of either the [MyBill Dashboard](#) or [Archive](#) screens. A PDF Invoice button will come into view. Click it, and a pop-up menu will appear at the bottom of screen. To print immediately, click *Open* and then use the print function from your Adobe Reader program.

For alternate formats, select Invoice from either the [MyBill Dashboard](#) or [Archive](#) screens by clicking on the checkbox to the left of the line item. A *Download* button will appear above the invoice list. Click this button and then choose your desired file format. Once selected, click the *Download* button on right side of screen. A pop-up menu will display at the bottom of the screen. To print immediately, click *Open*. This will create a temporary zip file from which you can open the individual documents and print.

Can I tell who has previously accessed my invoice or shipment in MyBill?

Yes. Click directly on the [Invoice](#) (not the checkbox to left of line item). You will be directed to the Invoice screen. Select [Invoice History](#). Here you will be given detail options.

What happens to my invoices once they've been paid?

Once an invoice has been paid, it will no longer show on the [MyBill Dashboard](#). It can be found in the [Archive](#) screen.

DISPUTES

How can I dispute a charge on my invoice?

On [MyBill Dashboard](#), select the invoice by clicking on the checkbox to the left of the line item. A *Dispute* button will appear. Click on it. You will be prompted to enter the details of your query and submit. For step-by-step instructions on how to log a dispute, go to the [Help Line](#) screen and follow the steps as described in the [Logging a Dispute](#) section.

How do I know when a dispute has been resolved?

When an invoice is disputed, the status of the invoice will change to *Disputed*. Once a dispute has been resolved, the status will be updated to reflect current status. You can also select *Dispute History* and then select *View Dispute* to get further details.

How do I access invoice and shipment detail?

You can obtain invoice and shipment details by checking the box at the start of the invoice line (more than one invoice can be selected) or by simply clicking on any of the invoice details in that line. For step-by-step instructions on how to view invoices and shipment details, please go to the [Help](#) screen and follow the instructions provided in the [View/Downloading Invoices](#) section.

How do I view my disputes?

- Select the [Disputed Invoices](#) tab on your [MyBill Dashboard](#) screen
- Click on an invoice and then on the [Dispute History](#) tab
- Go to the [Reports](#) screen and download the Dispute Report
- If you suspect fraudulent activity on your account, please submit your information at: DHL-USA Fraud Affidavit

For more details on how to download the Dispute Report, go to the [Help](#) screen and follow the steps as described in the [Logging a Dispute](#) section.

MISCELLANEOUS

How do I cancel my DHL MyBill service?

Should you wish to cancel your DHL MyBill account, please contact DHL at 1-800-722-0081, or email us at billingsupport@dhl.com

NEED FURTHER ASSISTANCE?

Call us at 1.800.722.0081 or email billingsupport@dhl.com for general information. For technical support, email invoicinghelp@dhl.com